
Exhibit “M”

Account	Activity Type*	Description*	Comments	Sub Code	Created	Status	Actual Completion	Created By	Assigned To	Service Task	SR #	Standard ID
CARDWORKS SERVICING	Com-Phone In	Needs access to ADVANTA trades thru BillSanye. (Part 1)	8/10/11 - I have not heard back from Viana or Cardwoks. I am not pushing this any further. 4/28/11 - Cordova did not close this in Siebel I sent him a note back with more clarity on the relationship to try to pick his back up. 4/17/11 - Sent a note to Cordova to see if he got a signed one back. 4/17/11 - Got an email from Siebel, they said the contract is completed and will be put to file. 3/30/11 - left um at 9:15 3/15/11 - left a VM for Maria Costa 3/3/2/11 - Email from Cecil, they will not take financial responsibility for - Sent a note to Cordova asking if we could reinitiate this contract with the idea that there is no spend today and they want access to subcodes to respond to disputes and use C-Data and Bulseye. CardWoks. 3/9/11 - Sent a note to Cordova to see if he had any new emails with Cecil. I asked if I could reach out to Cecil if he had not.		3/9/2011 8:24 Done 1/12/2011 18:21 In Progress 1/12/2011 18:11 Done	6/20/2011 15:47 MK81AJK AD0340A AD0340A	MK81AJK AD0340A AD0340A				A0536000261 A0536000262 A0536000263	
CARDWORKS SERVICING	Com-Phone In	Needs access to ADVANTA trades thru BillSanye. (Part 1)	2/21/11 - Sent a note to Cordova, shared that this will be a bullseye relationship right now and for foreseeable future. Wanted to see if it changed anything. 2/9/11 - Nothing new from Cordova or Cecil. 1/9/11 - Sent an email to Cordova for an update. Cecil keeps changing his requests up over and over. Update - Emails continue between Cecil and Cordova. 1/7/11 - The Vian legal [REDACTED] Cordova is out of the office, returns on Monday. 1/23/11 - Cordova sent out updated agreements. 1/29/11 - Call with legal [REDACTED] 1/14/11 - Email to Gina, ask 17th or 19th going to work for a call? 1/12/11 - Sent dates and times for a call. Cordova blessed this. 1/12/11 - Sent an email to Gina at Vian, said I would be happy to set up a call with my legal and her legal. I asked if I could send dates and time, I also need to ask Cordova if he is OK with this. 1/11/11 - Email from Vian. They want a call with Cordova and a 1/7/11 - I emailed Brian Bennett the feedback from Legal. It was a month and a half late. 12/16/10 - Got a note from Jen that Mike Cordova is now assigned. 12/13/10 - Sent a note to Jen. She sent phone to Garth. If Garth is not account was touched by mgmt because incorrect pww was submitted. Should have gone to sales the day it was assigned. I will respond to this request by December 2		12/9/2010 8:43 Done	5/9/2011 8:16 MK81AJK MK81AJK			A0536000162			
CARDWORKS SERVICING	Membership Package	to service	Wendy and Kif are involved		11/22/2010 11:49 Done 11/21/2010 8:55 Done 11/19/2010 11:07 Done 11/18/2010 11:15 Done 11/18/2010 11:07 Done 10/29/2010 17:05 Done 10/29/2010 17:05 Cancelled 10/29/2010 17:05 Cancelled	3/31/2011 17:16 MK115EB 1/12/2011 18:11 AD0667A 11/21/2010 8:55 AD1191A 11/19/2010 11:07 MK81AJK 11/18/2010 11:15 MK81AJK 10/29/2010 17:05 MK115EB 9/8/2011 17:26 MK115EB 9/31/2011 17:26 MK115EB 3/31/2011 17:16 MK115EB	MK115EB AD0667A AD1191A MK81AJK MK81AJK MK115EB MK115EB MK115EB	MEM-To Service for Follow Up	1-ERFGYG	A0536000163 A0536000164 A0536000165 A0536000166 A0536000167 A0536000168 A0536000169 A0536000170 A0536000171 A0536000172 A0536000173 A0536000174 A0536000175 A0536000176 A0536000177 A0536000178 A0536000179 A0536000180 A0536000181 A0536000182 A0536000183 A0536000184 A0536000185 A0536000186 A0536000187 A0536000188 A0536000189 A0536000190 A0536000191 A0536000192 A0536000193 A0536000194 A0536000195 A0536000196 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HIGHLY CONFIDENTIAL - ATTORNEYS' EYES ONLY
EXPDRH000294

			Checked addresses, company names, contact names, phone numbers, email addresses, etc. against list and searched in Siebel and Mainframe							
CARDWORKS SERVICING	Com-Notes	Fraud Verification	Verified company's financial status via _____	10/29/2010 17 05 Cancelled	3/31/2011 17 26 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Financials	Passed/Failed	10/29/2010 17 05 Cancelled	3/31/2011 17 27 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	PI Results Attached	Retrieved copy of client's credit application (if broker)	10/29/2010 17 05 Cancelled	3/31/2011 17 38 MK115EB	MK115EB	MEM - Physical Results Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Fax/Mail In	Credit Application	Verified all company information in Siebel is correct.	10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Account Review	O.Q.	Checked MIS Billing for existing COID	10/29/2010 17 05 Cancelled	3/31/2011 17 38 MK115EB	MK115EB	Account Maintenance	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Account Review	COID	Provide list of what items are still needed.	10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	Account Maintenance	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Needed Items	Enter type of Account and any additional comments once decision is entered	10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	MEM-Pending Requirement	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	"	not reporting/manual/automated	10/29/2010 17 05 Cancelled	3/31/2011 17 38 MK115EB	MK115EB	MEM-Pending Decision	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Reporting	Original copies of this paperwork have been received or paperwork follow up is needed.	10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Contract Copies	In Screen 13 pricing type has been changed to 3	10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	Paperwork Follow up	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Type 3 pricing		10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	Subcode Info	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Assess/Setup		10/29/2010 17 05 Cancelled	3/31/2011 17 33 MK115EB	MK115EB	MEM-Post Analyst Submission	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Permissible Purpose	P.P. states and KOB is	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Standard Terms & Conditions	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Consumer Services Schedule	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Consumer Services Schedule Supplement	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	(read Designate For)	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Credit Score Agreement	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	VantageScore Supplement	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Agency Addendum	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Pricing Exhibit	All pages are included and unaltered. Contract is signed and reflects full company name and physical address.	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	Paperwork Received	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Supporting Docs	Ownership type Verified by	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Attorney	Attorney's status Verified	10/29/2010 17 05 Cancelled	3/31/2011 17 34 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Notes	Phone Verification	Business phone verified by	10/29/2010 17 05 Cancelled	3/31/2011 17 35 MK115EB	MK115EB	MEM - Investigation	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Phone Out	Phone Verification	Called out and verified customer answers with correct company name (either Collection Agency)	10/29/2010 17 05 Cancelled	3/31/2011 17 35 MK115EB	MK115EB	Paperwork Follow up	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	Assigned to Contracts	Eligible/Not Eligible	10/29/2010 17 05 Cancelled	10/18/2010 8 33 MK016AN	MK016AN	MEM - On Desk	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Payment-Credit Card		KOB change for 1729490	10/29/2010 17 05 Cancelled	10/18/2010 8 33 MK016AN	MK016AN	MEM-Received Packet	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Membership Package	PI requested	Inspection company - confirmation & - results once received	10/29/2010 17 05 Cancelled	10/18/2010 8 33 MK016AN	MK016AN	Fee-Physical Inspection	1-6RFYGY	A0536000262	
CARDWORKS SERVICING	Com-Email Out	Update Sub Name and Consumer Address.	Emailled AE to Advise Updated Name Information. See Attachments.	10/27/2010 16 11 Done	10/27/2010 16 11 A04382A	A04382A	Address Change	1-6NMFAA	A0536000262	
CARDWORKS SERVICING	Srv-Sales Request	Update Sub Name and Consumer Address.	**Inward Phone Call** James Kilka EXP 2oe, Being you were copied, could I trouble you to go in an ensure that the subcode name and address read as ADVANTA Credit Cards and contain the address below for both consumers and creditors to see? Here is a current paste of my original request. Client is CardWorks Servicing COID is 14497 Please ensure that subcode 1729490 has the address and phone number below as what the consumers and other creditors will see. PO Box 9117 Old Bethpage, NY 11804 Ph. 516-576-8706. Please change the name on subcode to "ADVANTA Credit Card". We wait all consumers to see this and creditors as well. The KOB should be changed to Credit Card - Finance Company (Or something like this) made update to consumer contact address per request. James Kilka they provided a different PO Box for the address. It should be PO Box 9117	1729490	10/27/2010 16 20 Done	10/27/2010 16 11 A04382A	A04382A	Address Change	1-6NMFAA	A0536000262
CARDWORKS SERVICING	Com-Email Out	See Comments for Details		1729490	10/25/2010 11 16 Done	10/25/2010 11 16 MK074RD	MK074RD	Address Change	1-6Q7ZUJ	A0536000262
CARDWORKS SERVICING	Com-Email In	See Comments for Details		1729490	10/25/2010 11 15 Done	10/25/2010 11 15 MK074RD	MK074RD	Address Change	1-6Q7ZUJ	A0536000262
CARDWORKS SERVICING	Srv-Sales Request	See Comments for Details	James Kilka (exp). Client is CardWorks Servicing COID is 14497. Please ensure that subcode 1729490 has the address and phone number below as what the consumers and other creditors will see. P O BOX 9215 Old Bethpage NY 11804 Ph. 516-576-8706. Please change the name on subcode to "ADVANTA Credit Card". We wait all consumers to see this and creditors as well. The KOB should be changed to Credit Card - Finance Company (Or something like this) Emailled AE with Password. See Attachments. Emailled AE with New Subcode. See Attachments. Verified KOB is 02.	1729490	10/22/2010 18 57 Done	10/25/2010 11 16 MK074RD	MK074RD	Address Change	1-6Q7ZUJ	A0536000262
CARDWORKS SERVICING	Com-Email Out	Additional Subcode Request		3921470	10/7/2010 14 15 Done	10/7/2010 14 00 A04382A	A04382A	Additional Subcode	1-6NMFAA	A0536000262
CARDWORKS SERVICING	Com-Notes	Additional Subcode Request		3921470	10/7/2010 14 02 Done	10/7/2010 14 00 A04382A	A04382A	Additional Subcode	1-6NMFAA	A0536000262
CARDWORKS SERVICING	Srv-Sales Request	Additional Subcode Request	James Kilka EXP Good Afternoon, I have a client that requires a new reporting subcode. CardWorks Servicing Siebel ID is A0536000262. COID is 14497. One of their other reporting subcodes is 3921470. You can use the address form this one. Please use CardWorks Servicing as the name on the subcode. Please label it internally as ADVANTA Portfolio. If you require any additional information, please let me know.	3921470	10/7/2010 14 00 Done	10/7/2010 14 00 A04382A	A04382A	Additional Subcode	1-6NMFAA	A0536000262
CARDWORKS SERVICING	Com-Phone In	See Comments for Details	Client called in and states her company took over Advanta's subcode 1485480 company ID 8884, when I looked under advanta company id advised client that there are a lot of subcodes under the company, client states she did not know all the details and only wanted to move subcode 1485480 to her company, advised client we would need to know if they took over all the subcodes, client had no details and said she would have Brian call us who would know.	1638550	9/29/2010 7 57 Done	9/29/2010 8 11 NC408SH	NC408SH	Subcode Info	1-6NMFAA	A0536000262

11/2/10 - I am supposed to get a rep 11/18/10 - Garth Kiger is assigned. 11/19/10 - The 3PP is signed but Vin marked it up. I told Brian Bennett and he understood, I thought it would happen. This is now in Jen C's group to get assigned. 11/11/10 - Maria has two other Membership folio, can they help me? 11/9/10 - 2nd request up to Wendy for help. 11/4/10 - Got the name of the holder. They are a client today. I passed it on to Wendy to see what the next step is to get that resolved. 11/1/10 - Email to Gina, who owns the ADVANTA accounts now? We need to find out to move forward 10/25/10 - Sent Bote to Gina Bennett. WE have the subcode updated. Asked if she wanted to work with Kathy directly or have another team call. 10/18/10 - Got direction from Brian Bennett - have an invite out to Kathy to discuss with. He sent to see if it makes sense to her. 10/12/10 - Sent an email to Maria to see if they are ready to move now that we have the subcode. 11/4/10 - Left VM to see if they are set. 9/29/10 - Left another VM @ 11:50 8/28/10 - After all of this, I assume that they needed to call Client Support! I passed this on to Maria for the day. 9/24/10 - Some back and forth has occurred on this that I did not

CAROWORKS SERVICING Cam-Phone In

Needs access to ADVANTA trades thru Bullyeye.

9/24/2010 9:35 Done

11/3/2010 8:43 MKS1AJK MKS1AJK

A0556000152

Account	Activity Type*	Description*	Comments	Sub Code	Created	Status	Actual Completion	Created By	Assigned To	Service Task	SR #	Last Name	First Name	Work Phone #	Standard ID
ADVANTA CORPORATION	Com-Notes	g>Status Change	See future hold in Mainframe once cancellation letter is received (both T and B pencils)-done		9/12/2011 15 51	Done	9/12/2011 15 54	A05821A	A05811A	Status Change	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Notes	h.Check Reasoning Charges	Are there any recurring charges? Are there any minimum monthly charges? no		9/12/2011 15 51	Done	9/12/2011 15 54	A05821A	A05811A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Notes	LCanceling All Minimum Charges	You must notify the Business Implementation team (outlook string - Business Implementation) to cancel all minimum charges. Prospect 7749999 subcode, Collection Triangles, etc. n/a		9/12/2011 15 51	Done	9/12/2011 15 54	A05821A	A05811A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Email Out	LMHMM	Complete and attach to PMR as the company level-does Assign this activity to CDA only if all accounts under the co id are being cancelled-please cancel this account 6001840, had another business call and state that this company is out of business and they received their mail, none of the PMRs are good so do not have a cancel letter. CDA 9-13-2011 All agreements have been accounted from this account.		9/12/2011 15 51	Done	9/12/2011 15 59	A05821A	A05811A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Data Quality	k.Accounting Cancellation	If the company is reporting automated, email OD Espanan Compliance Follow Up to outlook to notify Data Management of the cancellation-n/a		9/12/2011 15 51	Done	9/12/2011 6 25	A05821A	A05801A	Attachment Status Change	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Email Out	LEmail Data Representative	Notify client of 30 day cancellation policy they will be responsible for all charges until the account is cancelled, request cancellation letter on company letterhead or from company email-n/a		9/12/2011 15 51	Done	9/12/2011 15 54	A05821A	A05811A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Notes	b.Notification	Is the client reporting data? no		9/12/2011 15 51	Done	9/12/2011 15 59	A05811A	A05821A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Notes	c.Check for Reported Data	Check to see if all subcodes are to be cancelled-please note which subcodes are to be cancelled if not entire account-entire account		9/12/2011 15 51	Done	9/12/2011 15 59	A05811A	A05821A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Notes	d.Run Mainframe String Search	Receive cancellation letter/file according to department policy-company no longer in existence		8/12/2011 15 51	Done	9/12/2011 15 59	A05821A	A05811A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Correspondence	e.Cancellation Letter	Notify AE and Account Department of cancellation, attach email to SR Attachments-done		9/12/2011 15 51	Done	9/12/2011 15 59	A05821A	A05811A	Paperwork Requested	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Email Out	f.Email Accounting Representative	Verify the contact authentic email-verified-BUSINESS IS CLOSED INVOICE GOING TO DIFFERENT COMPANY		9/12/2011 15 51	Done	9/12/2011 15 51	A05821A	A05811A	Authenticated	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Phone In	a.Authenticate	cardworks servicing ilc 101 crossways park west woodbury ny		8/9/2011 10 13	Done	8/9/2011 10 13	MKJ33EV	MKJ33EV						A0000004298
ADVANTA CORPORATION	Com-Phone In	cardworks	Stop data processor approved		7/15/2011 15 59	Done	7/15/2011 15 59	A05821A	A05821A	Cancel Account	1-BOPXBT	Pascal	Mike	(412) 291-5000x5709	A0000004298
ADVANTA CORPORATION	Com-Email In	Dunn, April	Received a call from Steve Dewey claiming to be with the FDIC, he stated that Advanta Corporation filed Bankruptcy but we would need to check on that, he called in about subcode 4808197, stated that he received a bill, he said they would not be respon for it cause it would be Advanta Corp and they filed Bankruptcy, client did not want me to assist, I sent email to AE and to Collector, asked AE to do some checking on this, there are alot of accounts under co 8484, attached at so below		5/10/2011 11 46	Done	5/10/2011 11 46	A05811A	A05811A						A0000004298
ADVANTA CORPORATION	Com-Phone In	See Comments for Details	Per Kathy's response cancelling my SR since AE was already working on this. Attached email from K. Coster and email to AE letting him know I'm cancelling my SR.	coID 8484	10/28/2010 8 36	Done	10/28/2010 8 36	CA0280C	CA0280C	Cancel Account	1-BREVRS				A0000004298
ADVANTA CORPORATION	Com-Email Out	question	Sent email to data rep to see what would happen to the data to use if I need to cancel sub code 1435400. Will wait for a response before I proceed with their account.	coID 8484	10/17/2010 14 45	Done	10/17/2010 14 45	CA0184C	CA0280C	Data Reporting Questions	1-BREVRS				A0000004298
ADVANTA CORPORATION	Com-Email In	FDIC letter	Received letter from FDIC stating Advanta Bank Corp was closed by the Utah Department of Financial Institutions. For http://www.fdic.gov/bank/individual/failed/advanta.html Another bank did not take over this company. FDIC letter attached at SR and company level.	coID 8484	10/27/2010 14 13	Done	10/27/2010 14 43	CA0280C	CA0180C	Cancel Account	1-BREVRS				A0000004298
ADVANTA CORPORATION	Com-Email Out	jeanine arkema	I have submitted the new RSS to be executed and attached. Attached is a new RSS - please let me know if any questions or problems processing.....thanks for your help.	4805416	10/25/2010 8 46	Done	10/25/2010 8 47	A00990A	A00990A	Paperwork Follow up	1-GLXFI1				A0000004298
ADVANTA CORPORATION	Com-Email In	jeanine arkema	rec'd email from Voo I do show records that the invoice was paid via check on 11/30/09 check number 3243, I don't have a copy of the check, it has been sent for storage. If you have a copy of the check, it will take up to two weeks to get. (email attached)	4139050	10/31/2010 10 11	Done	10/31/2010 10 12	MK074RD	MK074RD	Billing Question	1-6PUQKQ				A0000004298
ADVANTA CORPORATION	Com-Email Out	See Comments for Details	email Voo to get more info. awaiting his reply (email attached) trying to pull info in Oracle. Having issues with the system, will try again later.	4139050	10/31/2010 9 41	Done	10/31/2010 9 41	MK074RD	MK074RD	Billing Question	1-6PUQKQ				A0000004298
ADVANTA CORPORATION	Com-Notes	See Comments for Details	Un Bunting (ewg)- I am looking to see if we can get proof of payment for the attached invoice? There is a reason for this as we are trying to negotiate a settlement on a lingering contract. My previous contact, Chen Perez, is not in the company listing anymore? I know you are Sales Support, so any assistance would be great!	4139050	10/29/2010 9 15	Done	10/29/2010 9 15	MK074RD	MK074RD	Billing Question	1-6PUQKQ				A0000004298
ADVANTA CORPORATION	Com-Email Out	jeanine arkema	I submitted the RSS for Advanta to be executed and attached into sales. However, they modified the RSS in Section 6 and again on the pricing. Therefore, Coonia can't execute it. There are two courses of action that can be taken. First, would be to submit a request to the contracts dept for a custom RSS. Second would be to ask Advanta to send us a clean RSS without any mark ups. Please let me know which direction you end up going. Let me know if you have any questions.	4005416	10/19/2010 8 45	Done	10/19/2010 8 45	A00990A	A00990A	Paperwork Requested	1-GLXFI1				A0000004298

ADVANTA CORPORATION	Com-Email In	tonnie arkema	They modified the RSS. I can't sign it. They need to send it to Contacts or have them sign a new one. I'm not going to sign the pricing until we have the RSS fixed. If you get a new one, please resubmit.	4/8/2012 10/19/2010 8:59 Done	10/19/2010 6:40 A00990A A00990A	Paperwork Follow up	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Phone Out	britney russo	clarified her email, pricing completed	4/8/2012 10/14/2010 10:34 Done	10/14/2010 10:34 A00990A A00990A	Pricing Request	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	britney russo	I compared their current company id pricing (88484) to our current CEM templates and what you see currently in their column (A-Q) is where currently rates for them that is not under our current template. They going to empty out the company id, copy over our current CEM template (products included in that template listed in Column F), and then go back and add in the things they had previously. Does that work? It's quicker than us adding in manually all the [REDACTED]	4/8/2012 10/14/2010 10:34 Done	10/14/2010 10:34 A00990A A00990A	Pricing Request	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	The address change request has been completed. I have updated the address on any remaining subcodes with the Welch & McKean Rds address.	10/13/2010 15:45 Done	10/13/2010 15:45 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	step	Please update the mailing address below to 625 West Ridge Pike Bldg E Suite 105 Conshohocken, PA 19428 The client no longer does business out of the Welch & McKean location.	10/13/2010 15:45 Done	10/13/2010 15:45 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Notes	squeens 12 and 10	updated address on all remaining subcodes with Welch & McKean address to 625 West Ridge Pike address. The subcodes affected were 1130151 1301509 1411900 1507408	10/13/2010 15:57 Done	10/13/2010 15:57 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Fol Advanta Corp the client indicated the Welch & McKean Rds location is vacant.	10/13/2010 8:50 Done	10/13/2010 8:50 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	The Metronet batch request for Advanta has been completed. The new Metronet subcode is 7001-000426. See email below for the new profile id.	4/8/2012 10/11/2010 10:34 Done	10/11/2010 10:34 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	Andee Palazz	Profile Updated as requested	4/8/2012 10/12/2010 10:16 Done	10/12/2010 10:16 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	I have a question with regards to the address change. Any subcode that find that has either the PO Box 844 or the Welch & McKean Rds should be updated to the 625 West Ridge Pike Bldg E Suite 1057. The One Phone should not be selected. Please turn off for the below profile id.	10/11/2010 10:15 Done	10/11/2010 10:15 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	turn sec		4/8/2012 10/12/2010 10:10 Done	10/12/2010 10:10 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	turn sec	rent completed profile id - see attached	4/8/2012 10/12/2010 10:14 Done	10/12/2010 10:14 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	online pricing	This client actually already has [REDACTED] out. It's a couple of years old and they just signed a new Reference Services 5 contract. Can you make sure that the pricing is up to date? See attached.	4/8/2012 10/12/2010 9:59 Done	10/12/2010 9:59 A00990A A00990A	Pricing Request	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Notes	stacacias, rca pricing re	submitted to be executed and attached	4/8/2012 10/12/2010 9:44 Done	10/12/2010 9:44 A00990A A00990A	Paperwork Sent	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	old	requested new batch profile id	4/8/2012 10/12/2010 9:39 Done	10/12/2010 9:39 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Notes	addit metronet sub	created new metronet subcode w/ K01 UC	4/8/2012 10/12/2010 9:15 Done	10/12/2010 9:15 A00990A A00990A	Additional Subcode	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Phone Out	jeannie arkema	called in find out what job should be on the new metronet subcode.	10/12/2010 9:06 Done	10/12/2010 9:06 A00990A A00990A	Profile ID AS/Metronet	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Phone Out	jeannie arkema	see and 2-GLXFI for address the request	10/12/2010 7:42 Done	10/12/2010 7:42 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Notes	verified address	verified on yellow.com - see attached screen shot	10/11/2010 10:06 Done	10/11/2010 10:06 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Notes	verified address act	verified that the address is an office building (nothing) no match to name - see attached screenshot.	10/11/2010 10:15 Done	10/11/2010 10:15 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Old address was P.O. Box 844 - Physical - Welch & McKean Rds...no phone indicators	10/11/2010 15:51 Done	10/11/2010 15:51 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	Can you tell me what the previous address was that they moved from to 625 West Ridge Pike Bldg E Suite 1057? There are almost a dozen addresses on file in Siebel. I will need to verify the new address before I can setup the new Metronet subcode. Also, can you tell me whether or not the client wants to receive the phone type indicators? If so do they want multiple phone types (A) or probable call phone (C)?	10/11/2010 15:51 Done	10/11/2010 15:51 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Attached is the updated checklist...the address is their physical address where the batch will be delivered...they moved their offices. Please let me know if anything additional is needed.	10/11/2010 15:51 Done	10/11/2010 15:51 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Jeannie Arkema (expl in the process of setting up a metronet request, it came to our attention that the client moved offices. Will need to verify the address prior to verifying the new metronet subcode. See attached email for more info.	10/11/2010 15:50 Done	10/11/2010 15:50 A00990A A00990A	Address Change	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Old address was P.O. Box 844 - Physical - Welch & McKean Rds...no phone indicators	10/11/2010 14:34 Done	10/11/2010 14:34 A00990A A00990A	Paperwork Follow up	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	Can you tell me what the previous address was that they moved from to 625 West Ridge Pike Bldg E Suite 1057? There are almost a dozen addresses on file in Siebel. I will need to verify the new address before I can setup the new Metronet subcode. Also, can you tell me whether or not the client wants to receive the phone type indicators? If so do they want multiple phone types (A) or probable call phone (C)?	10/11/2010 14:36 Done	10/11/2010 14:36 A00990A A00990A	Paperwork Follow up	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Attached is the updated checklist...the address is their physical address where the batch will be delivered...they moved their offices. Please let me know if anything additional is needed.	10/11/2010 14:35 Done	10/11/2010 14:35 A00990A A00990A	Paperwork Received	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email In	jeannie arkema	they left with nothing to leave back from the client on the address...let her another message today.	10/11/2010 14:35 Done	10/11/2010 14:35 A00990A A00990A	Paperwork Follow up	1-GLXFI	A0000004198
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	For quality assurance purposes, I need you to update the checklist because most the info provided in the original is incorrect. I have attached the original you sent me to their email. Once they tell you what address they will be submitting the batch from, please update the address, K01, product options, and complete the phone type indicator section of the checklist then forward back to me.	9/30/2010 11:50 Done	9/30/2010 11:50 A00990A A00990A	Paperwork Requested	1-GLXFI	A0000004198

ADVANTA CORPORATION	Com-Email In	jeannie arkema	For production can you not use the first one I sent... I am waiting for the client to respond on address clarification. Thanks. Can you please send me the updated Metronet checklist based on my email from yesterday and Karen's response? Did find out what address the subcode will be used for?	9/30/2010 11:30 Done	9/30/2010 11:59 A00990A A00990A	Paperwork Requested	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	jeannie arkema/cc: karyn pimentar	Based on this information the request should be for a Metronet production profile ID without NCOA. The monthly min is being waived as it is a 1 time fee being manually processed.	9/29/2010 15:43 Done	9/29/2010 15:43 A00990A A00990A	Paperwork Requested	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email In	karyn pimentar	I'm using the address that the client based on the PDS... I'm checking with them now to see if this is a new address or if we can still use the Springfield address. I have attached BSS and also a check for the first ID... I think it better to request a batch test since this will be a "one-time" batch with we are processing in the same manner at a test file via excel. I hope that helps. Please let me know if there are any other issues.	9/29/2010 15:43 Done	9/29/2010 15:43 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email In	jeannie arkema	Thank you for sending me the Metronet checklist. There are some additional items that have come to my attention based on the info in the checklist. First, Advanta does not currently have any subcode setup at the 625 West Ridge Pike location. This will require a branch add form to be completed and signed by Advanta. Second, you have requested to waive the monthly minimum. To do so we would need [REDACTED] Third, there were some alterations on the checklist that were missed. Can you check whether this will be standard pricing or [REDACTED] please send us the [REDACTED] Also, can you complete the phone type (indical or section of the checklist)? Lastly, you indicated a KOB of CC on the checklist which we don't have. Can you mean BC? Please update the checklist and forward back to me when completed. Let me know if you have any questions.	9/29/2010 15:43 Done	9/29/2010 15:43 A00990A A00990A	Paperwork Follow up	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	jeannie arkema	sent metronet checklist - see attached	9/29/2010 9:40 Done	9/29/2010 9:40 A00990A A00990A	Paperwork Requested	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email In	jeannie arkema	1st Jeannie, I have picked up your request for a new metronet batch subcode/profile ID. Please complete the attached Production Metronet Profile ID request form which is required for all setups. Let me know if you have any questions. Karyn or I will. Can you confirm that their NCOA paperwork has been processed? Jeannie Arkema@advanta.com Attached is NCOA for Advanta Corp. Please create profile ID for Metronet batch.	9/28/2010 9:13 Done	9/28/2010 9:13 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	jeannie arkema/cc: karyn pimentar	CC: ACH WFC RRP Winner Contact First Name: Ajay, Winner Contact Last Name: Pillai, Lower Contact First Name: Ajay, Lower Contact Last Name: Pillai, Merged By: SADMEN	9/27/2010 14:11 Done	9/27/2010 14:11 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	jeannie arkema/cc: karyn pimentar	Winner Contact First Name: Mindy, Winner Contact Last Name: Hill, Lower Contact First Name: Mindy, Lower Contact Last Name: Hill, Merged By: SADMEN	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Self-Client Code Request Form	ENVS (1) BINT CONTE REQUEST	CC: ACH WFC RRP Winner Contact First Name: Gerald, Winner Contact Last Name: Kelly, Lower Contact First Name: Gerald, Lower Contact Last Name: Kelly, Merged By: SADMEN	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Data Quality	DQ Automated Contact Merge	Winner Contact First Name: Mindy, Winner Contact Last Name: Hill, Lower Contact First Name: Mindy, Lower Contact Last Name: Hill, Merged By: SADMEN	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Data Quality	DQ Automated Contact Merge	Winner Contact First Name: Mindy, Winner Contact Last Name: Hill, Lower Contact First Name: Mindy, Lower Contact Last Name: Hill, Merged By: SADMEN	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Data Quality	DQ Automated Contact Merge	Winner Contact First Name: Mindy, Winner Contact Last Name: Hill, Lower Contact First Name: Mindy, Lower Contact Last Name: Hill, Merged By: SADMEN	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Call	See Comments	Sent follow up email to Jodi asking for status on executing NCOA... only please still waiting for before ordering ID	9/27/2010 14:08 Done	9/27/2010 14:08 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Call	See Comments	Conf call with new contact Jodi Planner to review Metronet authorization (for 1200 employee names for best address On Friday, March 19, 2010, Advanta Bank Corp., Dresher, UT was closed by the Utah Department of Financial Institutions, and the FDIC was named Receiver.	7/30/2010 15:18 Done	7/30/2010 15:18 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Account Review	act follow up	This account has been reactivated from JIM MARTUCCI RAB to KOB CHH RAB during the FY11 Mass Transfer	4/29/2010 11:41 Done	4/29/2010 11:41 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Membership Package	act follow up	This account has been reactivated from JIM MARTUCCI RAB to KOB CHH RAB during the FY11 Mass Transfer	4/29/2010 11:41 Done	4/29/2010 11:41 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Data Quality	FY11 Mass Transfer	This account has been reactivated from JIM MARTUCCI RAB to KOB CHH RAB during the FY11 Mass Transfer	4/29/2010 11:41 Done	4/29/2010 11:41 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Campaign Launch	Please contact your client to make sure they are aware of our linkage capabilities.	Once they are completely aware, please mark this activity as done. Please create an opportunity on the account immediately upon the client expressing interest in our linkage capabilities. Client called in wanting to get copy of W-9 form. Need client the form.	4/8/2010 4:38 Declined	4/8/2010 4:38 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Phone In	billing question	Conf Call with John Miniga product support to go over metronet file set up and automation set for Jodi 30th...	3/26/2010 13:45 Done	3/26/2010 13:45 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Call	Conf Call	UM for John re: ID form needed for Metronet batch	3/25/2010 12:42 Done	3/25/2010 12:42 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Call	Conf Call	UM for John re: ID form needed for Metronet batch	3/25/2010 12:02 Done	3/25/2010 12:02 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email In	profile id	send email with new profile ID info. forwarded info to Jeannie Arkema	3/4/2010 8:01 Done	3/4/2010 8:01 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	profile id	submitted OLS form for new ID, awaiting completion	3/4/2010 7:12 Done	3/4/2010 7:12 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	profile id	created new subcode 4808347, KOB given by right Jeannie Arkema@advanta.com - Metronet Batch w/NCOA set-up for John Miniga	3/4/2010 7:11 Done	3/4/2010 7:11 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Self-Sales Request	profile id	no they will need to request a new batch w/NCOA profile ID to be created as they never used it when it reactivated as before.	3/4/2010 7:11 Done	3/4/2010 7:11 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Com-Email Out	email to Jeannie	no they will need to request a new batch w/NCOA profile ID to be created as they never used it when it reactivated as before.	3/4/2010 7:11 Done	3/4/2010 7:11 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138
ADVANTA CORPORATION	Self-Sales Request	profile id	Jeannie Arkema exp is the subcode 4808347	3/4/2010 7:11 Done	3/4/2010 7:11 A00990A A00990A	Profile ID AS/Metronet	1-6LXFI	A000004138

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ADVANTA CORPORATION	Com-Email Out	credit	revd email from AE to have credit req cancelled. emailed Gia Papa to see if this can be cancelled, awaiting reply	10/22/08	3/10/2009 11:59 Done	3/10/2009 11:59 MK074RD	MK074RD	Credit Request	1-408YSC	A0000004298			
ADVANTA CORPORATION	Com-Email Out	credit	submitted credit req (attached)	10/22/08	3/10/2009 11:55 Done	3/10/2009 11:55 MK074RD	MK074RD	Credit Request	1-408YSC	A0000004298			
ADVANTA CORPORATION	Com-Call	See Comments for Details	message with Scott to follow up on AMS. call back from Mike Armstrong, requesting validation. Mike is involved with severe risk management/credit limit decrease, would like to learn about triggers, works for Scott.		3/10/2009 7:44 Done	3/10/2009 7:44 BC524JM	BC524JM		Barton	Scotts	(213) 667-4000 x5295	A0000004298	
ADVANTA CORPORATION	Com-Call	See Comments for Details	spoke with Alex, focus is on portfolio management (score for everyone this year). involved in customer management activities vs. acquisitions. 8 segments: High and (no mgt. needed), Middle - Alex and Alex, radar - collections (high risk) Scott Burton, John Minale. suggested giving Scott a call on 3/25/09, would be willing to meet in April to go over potential projects.		3/9/2009 8:58 Done	3/9/2009 9:03 BC524JM	BC524JM		Soer	Alex	(213) 444-5412	A0000004298	
ADVANTA CORPORATION	Com-Phone In	data reporting question	Donna called wanting to know the quickest way she could change their account information on a consumer's credit report. I told her about Edcar & she said that someone in her office has access to this & that she would check with her.	14/5/08	3/6/2009 10:36 Done	3/6/2009 10:36 CA645AB	CA645AB	Data Reporting Questions	1-407HUC	Johnson	Donna	(213) 444-5405	A0000004298
ADVANTA CORPORATION	Srv-Sales Request	credit	Lin Bunting (exp) I would like to track [redacted] (yes the amount is correct) on invoice H50821 0534. The reason is that we [redacted]	20/2/08	3/5/2009 8:51 Done	3/11/2009 10:42 MK074RD	MK074RD	Credit Request	1-408JEX				A0000004298
ADVANTA CORPORATION	MEO Completed	BiEquity opportunity			2/27/2009 11:08 Done	2/27/2009 11:08 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	BiEquity opportunity			2/27/2009 11:07 Done	2/27/2009 11:07 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	SOS Completed	BiEquity opportunity			2/27/2009 11:07 Done	2/27/2009 11:07 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	XRAY - Sales	BiEquity opportunity			2/27/2009 11:08 Done	2/27/2009 11:08 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	BiEquity opportunity			2/27/2009 11:06 Done	2/27/2009 11:06 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	MEO Completed	mortgage data, roll out past text			2/27/2009 11:05 Done	2/27/2009 11:05 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base, update on mortgage data, changes on file			2/27/2009 10:55 Done	2/27/2009 10:55 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base			2/27/2009 10:54 Done	2/27/2009 10:54 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base			2/27/2009 10:53 Done	2/27/2009 10:53 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base			2/27/2009 10:53 Done	2/27/2009 10:53 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base			2/27/2009 10:51 Done	2/27/2009 10:51 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	monthly touch base			2/27/2009 10:50 Done	2/27/2009 10:50 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	MEO Completed	mortgage/investment data meeting with Advanta consultants to further discover mortgage opportunity			2/27/2009 10:49 Done	2/27/2009 10:49 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	opportunity			2/27/2009 10:47 Done	2/27/2009 10:47 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	expedite on a day			2/27/2009 10:40 Done	2/27/2009 10:40 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	MEO Completed	b2b data opportunities			2/27/2009 10:33 Done	2/27/2009 10:33 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	b2b data opportunities			2/27/2009 10:30 Done	2/27/2009 10:30 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	SOS Completed	b2b data			2/27/2009 10:28 Done	2/27/2009 10:28 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	XRAY - Sales	under needs for upcoming agreement/opportunity			2/27/2009 10:27 Done	2/27/2009 10:27 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	updating data			2/27/2009 10:26 Done	2/27/2009 10:26 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	agreement/opportunity			2/27/2009 10:26 Done	2/27/2009 10:26 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	Conf Cl w/new point of contact on 2/23. She'll review this project, but it is contingent on another which is not slated to be completed for a few months. Trip will be put on hold until we learn where this fits in the queue.		2/24/2009 10:52 Done	2/24/2009 10:52 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	With Craig gone, this opp is unlikely.		2/24/2009 10:50 Done	2/24/2009 10:50 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Email Out	vol/rev	ran report and emailed to Jeanne	1994177;110352, 1390699, 1480554, 4879133	2/25/2009 8:32 Done	2/25/2009 9:32 MK074RD	MK074RD	Queries	1-416FTD				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	vol/rev	Jeanne Arkane (Exp) I believe 2994377 is their Quest with 1390699 & 1390699 for Parallel Profiles and 4880554 & 4879133 Metronet that should be at the bottom just they do. Advanta is looking for all batch processes they have done in the last six months...this would include Parallel Profiles, Metronet, Quest. Please include dates, product/process names, contact names (at Advanta), if you have it listed...volumes and costs	1994177;110352, 1390699, 1480554, 4879133	2/25/2009 9:32 Done	2/25/2009 9:32 MK074RD	MK074RD	Queries	1-416FTD				A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	All projects on hold due to downsizing and layoffs of key contacts. Key contacts have been laid off, conf cl on Friday re status of all files and future Timex file		2/18/2009 21:18 Done	2/18/2009 21:18 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	ran volume report and emailed to Britney. Report needed for [redacted] was submitted.		2/18/2009 21:16 Done	2/18/2009 21:16 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Email Out	volumes	1994177;110352, 1390699, 1480554, 4879133		2/17/2009 10:37 Done	2/17/2009 10:37 MK074RD	MK074RD	Queries	1-416FTD				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	volumes	1994177;110352, 1390699, 1480554, 4879133		2/17/2009 10:37 Done	2/17/2009 10:37 MK074RD	MK074RD	Queries	1-416FTD				A0000004298
ADVANTA CORPORATION	B/S Opportunity Update	update	spoke to Chris, she is no longer on a project, they need to complete the SOV and contracts - must speak to Vincent		2/13/2009 8:54 Done	2/13/2009 8:54 BC524JM	BC524JM						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	X-ray			2/12/2009 15:42 Done	2/12/2009 15:42 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Client Mgt - Exec Level	SOS			2/12/2009 15:39 Done	2/12/2009 15:39 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	XRAY - Sales	additional discovery - opportunity for additional data due to changing direction/strategy			2/12/2009 15:38 Done	2/12/2009 15:38 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	SOS Completed	explore mortgage and investment data opportunity			2/12/2009 15:36 Done	2/12/2009 15:36 BC544W	BC544W						A0000004298
ADVANTA CORPORATION	Com-Email Out	invoice fax	emailed invoice		2/9/2009 14:48 Done	2/9/2009 14:48 MK074RD	MK074RD	Billing Question	1-416FTD				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	invoice fax	Jeanne Arkane (exp) needs copy of invoice CD026037198		2/9/2009 14:47 Done	2/9/2009 14:47 MK074RD	MK074RD	Billing Question	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 2	attached		2/9/2009 12:48 Done	2/9/2009 12:48 MK074RD	MK074RD	Complete Checklist	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 3	attached		2/9/2009 12:45 Done	2/9/2009 12:45 MK074RD	MK074RD	Submit Online Pricing Form	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 4			2/9/2009 12:45 Done	2/9/2009 12:45 MK074RD	MK074RD	Completion of Form	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 5			2/9/2009 12:45 Done	2/9/2009 12:45 MK074RD	MK074RD	Received	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 1	Jeanne Arkane (exp) pricing for CPU and Parallel from [redacted] to [redacted]		2/9/2009 12:45 Done	2/9/2009 12:45 MK074RD	MK074RD	Pricing Validation	1-416FTD				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 1	1994177;110352, 1390699, 1480554, 4879133		2/9/2009 12:45 Done	2/9/2009 12:45 MK074RD	MK074RD	Price Change Request	1-416FTD				A0000004298

ADVANTA CORPORATION	Com-Email Out	status	researched ext subcode's usage and emailed info to Jeannie	unit 8498	2/9/2009 11:39	Done	2/9/2009 11:39	MK074RD	MK074RD	Subcode Info	1-4VGP7				A0000004235
			Jeannie Artema(esp)- Can you tell me what Advanta is using these subcodes for ...? what to make sure I include them all on the price change request for credit reports...thanks. 1306599 - Parallel Profiles 110352 - Parallel Profiles 6002710 - Credit Reports 6001840 - 2153760 1985601 - 1987700 - 1997845 - 1421500 - 1425480 - 1394177 - 9100759 - 9100790 - 9200591 - 9200619 - 9200822 - 9606700 - 9604024 - 9609190 - 9604518 - 4079139 - I believe it's Mubenet 4806534. * * *	told 8498	2/9/2009 11:39	Done	2/9/2009 11:39	MK074RD	MK074RD	Subcode Info	1-4VGP7				A0000004235
ADVANTA CORPORATION	Srv-Sales Request	RIS Opportunity Update	Company in financial trouble. Opportunity is at risk.		2/9/2009 9:20	Done	2/9/2009 14:18	BC524JM	BC524JM	Subcode Info	1-4VGP7	James	Craig	(215) 444-5081	A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 3	attached		1/19/2009 15:03	Done	1/29/2009 15:04	MK074RD	MK074RD	Submit Online Pricing Form	1-4T89D				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 4			1/29/2009 15:03	Done	2/2/2009 9:41	MK074RD	MK074RD	Completion of Forms Received	1-4T89D				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 5			1/29/2009 15:03	Done	2/2/2009 9:41	MK074RD	MK074RD	Pricing Validation	1-4L189D				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 1	(please submit an affirm to put the following onto the 3 subcodes 00000C1 and 00000C2 and 00000P1 and 00000P2 00000A2 00 00 00 2230552, 1306599, 6001840)		1/29/2009 15:03	Done	2/2/2009 9:41	MK074RD	MK074RD	Price Change Request Received	1-4L189D				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 2	attached		1/29/2009 15:03	Done	2/2/2009 9:41	MK074RD	MK074RD	Complete Checklist	1-4T89D				A0000004298
ADVANTA CORPORATION	Com-Email Out	credit memo	credit memo to be printed and also emailed a copy to Jeannie Artema	1110352	1/26/2009 9:40	Done	1/26/2009 9:40	MK074RD	MK074RD	Billing Question	1-4H190L				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	credit memo	Jeannie Artema(esp)-clear needs copy of credit memo CH909-029870	1110352	2/26/2009 9:40	Done	1/26/2009 9:40	MK074RD	MK074RD	Billing Question	1-4H190L				A0000004298
ADVANTA CORPORATION	Com-Notes	credit	several back and forth emails about credit rpt. finally rec'd email that credit rpt is complete	1110352	1/26/2009 9:38	Done	1/26/2009 9:38	MK074RD	MK074RD	Credit Request	1-4KGM07	James	Craig	(215) 444-5081	A0000004298
ADVANTA CORPORATION	RIS Opportunity Update		Company in financial trouble. Opportunity is at risk.		1/26/2009 7:58	Done	1/30/2009 14:49	BC524JM	BC524JM						A0000004298
ADVANTA CORPORATION	RIS Opportunity Update	update	Sent marketing material to Vincent, reply: Jim, Given the limited resources available, we are focusing on the products owned from Ron's price first. Once we've made significant head way on those, we will begin the focus on the other products. Thanks, Vincent		1/26/2009 7:58	Done	1/30/2009 14:49	BC524JM	BC524JM			James	Vincent	(215) 444-5081	A0000004298
			(account_id=14=13028 (contact_id)=1-GWMT (response_date)=01/25/2009 00:00:00 (response_ref)=30 Issues, channel=CIS-Preferred (sales_channel)=2 (sales_channel)=1 (sales_channel)=1 (region)=CIS-Preferred - Mid-Atlantic (region)=2 (region)=1 (region)=4) The following is a copy of the message to be submitted to use only. Please disregard. ***)= (subject)=ADVANTA (subject)=1306599 V2(-)		1/21/2009 14:09	Expired	1/23/2009 9:33	MK074RD	MK074RD	Queries	1-4KZAF0	Sheldon	Jeannie	(215) 444-5570	A0000004298
ADVANTA CORPORATION	Client Survey	Client Survey Response from			1/21/2009 9:32	Done	1/23/2009 9:33	MK074RD	MK074RD	Queries	1-4KZAF0	Sheldon	Jeannie	(215) 444-5570	A0000004298
ADVANTA CORPORATION	Com-Email Out	queries	I need a VTD Volume only report on all subcodes for Credit Profiles...including profiles pulled through Transact, and Batch Writings...Thank you! Jeannie		1/21/2009 9:30	Done	1/21/2009 9:30	MK074RD	MK074RD	Queries	1-4KZAF0	James	Vincent	(215) 444-5570	A0000004298
ADVANTA CORPORATION	Srv-Sales Request	Srv-Sales Request	Action item to provide SOCS contributor rpt. Potential test would be needed.		1/19/2009 7:59	Done	1/19/2009 14:49	BC524JM	BC524JM			James	Vincent	(215) 444-5570	A0000004298
ADVANTA CORPORATION	RIS Opportunity Update	update	Jeannie Artema(esp)- pricing for subcode 110352. Fax from \$7.00 to \$5.00. Parallel Profile from \$5.00 to \$5.00.		1/19/2009 7:58	Done	1/19/2009 14:49	BC524JM	BC524JM			James	Craig	(215) 444-5081	A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 1			1/19/2009 8:00	Done	2/2/2009 9:37	MK074RD	MK074RD	Price Change Request Received	1-4KZAF0				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 2			1/19/2009 8:00	Done	2/2/2009 9:37	MK074RD	MK074RD	Complete Checklist	1-4KZAF0				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 3			1/19/2009 8:00	Done	2/2/2009 9:37	MK074RD	MK074RD	Submit Online Pricing Form	1-4KZAF0				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 4			1/19/2009 8:00	Done	2/2/2009 9:37	MK074RD	MK074RD	Completion of Forms Received	1-4KZAF0				A0000004298
ADVANTA CORPORATION	CIS Pricing Request	CIS Pricing Change Request Step 5			1/19/2009 8:00	Done	2/2/2009 9:37	MK074RD	MK074RD	Pricing Validation	1-4KZAF0				A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	This projects on-line funding can be justified. Incoming app volume is way down, with no immediate plans for direct marketing efforts.		1/15/2009 10:38	Done	1/6/2009 12:57	SK078MW	SK078MW						A0000004298
ADVANTA CORPORATION	Com-Email Out	credit	submitted credit rpt. (attached)	1110352	1/12/2009 15:40	Done	1/12/2009 15:40	MK074RD	MK074RD	Credit Request	1-4KGM07				A0000004298
			Jeannie Artema(esp)- 49771 () should have been () \$ () Credit. Please issue a credit for () Action item to provide SOCS contributor rpt. Potential test would be needed.	1110352	1/12/2009 15:40	Done	1/26/2009 9:38	MK074RD	MK074RD	Credit Request	1-4KGM07				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	update	Waiting SIA from Experian		1/12/2009 8:55	Done	1/12/2009 14:49	BC524JM	BC524JM			James	Craig	(215) 444-5081	A0000004298
ADVANTA CORPORATION	RIS Opportunity Update	update	Waiting SIA from Experian		1/12/2009 8:55	Done	1/12/2009 14:49	BC524JM	BC524JM			James	Vincent	(215) 444-5081	A0000004298
ADVANTA CORPORATION	DA Weekly Report Update	See Comments for Details	little movement here, await update on multiple projects to queue.		1/6/2009 14:37	Done	3/9/2009 12:58	SK078MW	SK078MW						A0000004298
			researched pricing for subcode 1306599 and compared to pricing for subcode 110352. emailed info to Jeannie Artema	1306609	1/6/2009 11:05	Done	1/6/2009 11:05	MK074RD	MK074RD	Pricing Question	1-4K3VE4				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	pricing	research pricing for subcode 1306599	1306609	1/8/2009 11:04	Done	1/8/2009 11:05	MK074RD	MK074RD	Pricing Question	1-4K3VE4				A0000004298
ADVANTA CORPORATION	Com-Email Out	invoice qrt	compared pricing and products pulled on invoice. invoice shows client was charged that correct pricing.	1110352	1/8/2009 10:25	Done	1/8/2009 10:25	MK074RD	MK074RD	Billing Question	1-4K3VE0				A0000004298
ADVANTA CORPORATION	Com-Notes	invoice pulled	pulled invoice	1110352	1/8/2009 10:25	Done	1/8/2009 10:25	MK074RD	MK074RD	Billing Question	1-4K3VE0				A0000004298
			Jeannie Artema(esp)- Advanta received an invoice for () when it should be somewhere around ()...can you check this please. Thanks.	1110352	1/8/2009 10:24	Done	1/8/2009 11:38	MK074RD	MK074RD	Billing Question	1-4K3VE0				A0000004298
ADVANTA CORPORATION	Srv-Sales Request	update	Action item to provide SOCS contributor rpt. Potential test would be needed.		1/5/2009 9:09	Done	1/5/2009 14:18	BC524JM	BC524JM			James	Craig	(215) 444-5081	A0000004298
ADVANTA CORPORATION	RIS Opportunity Update	update	met with client. sent information on commercial and blended reports. use to supplement on line process.		1/5/2009 9:09	Done	1/5/2009 14:18	BC524JM	BC524JM						A0000004298
			Project Kickoff meeting held 12/9. Submitted agreements to Advanta legal for review. Next steps: SIA review, and early January follow up status meeting to review set up and marketing initiatives.		1/5/2009 9:02	Done	1/2/2009 10:07	MK074RD	MK074RD	Reassignment		James	Vincent	(215) 444-5570	A0000004298
ADVANTA CORPORATION	SIS Opportunity Update	update	removed all relevant terms (da removed all inbound terms		12/30/2008 14:37	Done	1/2/2009 10:07	MK074RD	MK074RD	Reassignment					A0000004298

ADVANTA CORPORATION	BIS Opportunity Update	update	Action Item to provide SRCs contributor list. Potential test would be needed.	12/29/2008 7:51 Done	12/29/2008 14:18 BCS24IM BCS24IM	Jones	Craig	(215) 444-5085	A0000004298
ADVANTA CORPORATION	BIS Opportunity Update	update	met with client, sent information on commercial and blended reports, use to supplement on line process.	12/29/2008 7:51 Done	12/29/2008 14:18 BCS24IM BCS24IM				A0000004298
ADVANTA CORPORATION	BIS Opportunity Update	update	Project Kickoff meeting held 12/3. Submitted agreements to Advanta legal for review. Next steps - SLA review, and early January follow up status meeting to review set up and marketing initiatives.	12/29/2008 7:50 Done	12/29/2008 14:49 BCS24IM BCS24IM	Jones	Vincent	(215) 444-6385	A0000004298
ADVANTA CORPORATION	Com-Email Out	data	emailed response	12/23/2008 11:52 Done	12/23/2008 11:52 MK074RD MK074RD			Data Reporting Questions 1-400AUL	A0000004298
ADVANTA CORPORATION	Srv-Sales Request	data	Nancy O'Brien What do the AMT-TYP1 and AMT-TYP2 mean?	12/23/2008 11:52 Done	12/23/2008 11:52 MK074RD MK074RD			Data Reporting Questions 1-400AUL	A0000004298
ADVANTA CORPORATION	BIS Opportunity Update	update	Action Item to provide SRCs contributor list. Potential test would be needed.	12/22/2008 12:05 Done	12/22/2008 14:18 BCS24IM BCS24IM	Jones	Craig	(215) 444-5085	A0000004298
ADVANTA CORPORATION	BIS Opportunity Update	update	met with client, sent information on commercial and blended reports, use to supplement on line process.	12/22/2008 12:04 Done	12/22/2008 14:18 BCS24IM BCS24IM				A0000004298
ADVANTA CORPORATION	BIS Opportunity Update	update	Project Kickoff meeting held 12/3. Submitted agreements to Advanta legal for review. Next steps - SLA review, and early January follow up status meeting to review set up and marketing initiatives.	12/22/2008 12:04 Done	12/22/2008 14:49 BCS24IM BCS24IM	Jones	Vincent	(215) 444-6385	A0000004298
ADVANTA CORPORATION	Com Notes	credit	revd email this credit report is complete, emailed internal partners	12/06/99 12/12/2008 9:48 Done	12/22/2008 9:50 MK074RD MK074RD			Credit issued 1-402KUL	A0000004298